

THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY

FIRST SET OF INFORMATION REQUEST OF THE DEPARTMENT OF
TELECOMMUNICATIONS AND ENERGY TO COLONIAL GAS COMPANY

DTE 05-18

Respondent: Amy Smith

Information Request: DTE 1-4

Q. Please refer to Section 2, Historical Performance Data.

- (a) Show the figures for each performance measure in graphical form. You may use either a bar chart or a line graph. Include all the years in the database up to 2004.
- (b) Explain any observed trend in the performance measures since 2001.

A.

- (a) See Attached.
- (b) For all measures except On-Cycle Meter Reading and Consumer billing adjustments the Company's performance has remained within the acceptable performance benchmark range. See the response to DTE 1-5 for a discussion of the meter reading measure. The issues associated with on-cycle-meter reading have also affected performance on the consumer bill adjustment measure.